### Categories of Patient Engagement

<table>
<thead>
<tr>
<th>Engagement Categories</th>
<th>Definition and Methods</th>
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| **PARTNER**           | Patients are full participants  
Examples: members of a team, governance boards, and improvement initiative work groups. |
| **INVOLVE**           | Patients are advisors  
Examples: ongoing Patient Feedback Panels, Patient Advisory Councils, and non-voting participation in patient safety rounds. |
| **DISCUSS**           | Patients are in dialog with providers and clinic staff  
Examples: focus group or interviews. |
| **GATHER**            | Patients are informers.  
Examples: surveys, cycle time, and suggestion boxes. |
| **INFORM/EDUCATE**    | Patients are recipients of information and education  
Examples: brochures, health information posters, and electronic health records. |

- **Continuum**
- **All valuable**
- **Different methods meet different needs**
- **Mix and match**
- **Consider each stage of QI**